

## Supplementary File 2

## An example from the coding process

Initial codes	Cluster codes	Sub-categories	Category
Providing health education Patients not trusting diagnosis Patients not trusting treatment Convincing patients of treatment	Providing health education Building patients' trust in treatment	Patient counselling	Health professionals' strategies to reduce pain
Seeking the cause of pain Difficulties understanding pain Not trusting patients' self-report Presence of pain corresponding with vital signs	Determining cause of pain Trusting in vital signs	Understanding the patients' pain	
Providing antipain so no other treatment is needed Providing analgesics fulfills expectations Medical staff (only) uses analgesics Lack of considering other treatment options Patients can pray at home Patients can use non-pharmacological care at home	Prioritizing treatment with analgesics Considering non-pharmacological care as home care	Providing (non-) pharmacological care	